



Where does the money go from my co-payments?

All co-payments collected go right to your local health care system. It is a vital part of the entire operation. For example, the money is used to buy more equipment, set up new clinics and hire staff to take care of your needs. Last year the North Florida/South Georgia Veterans Health System began caring for more than 10,000 new patients.

What if I have more questions?

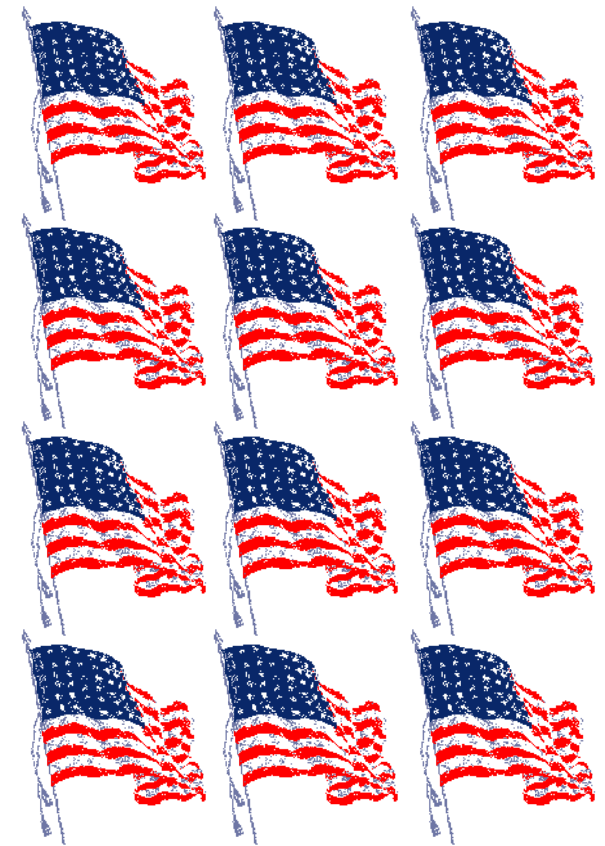
You may ask any VA clerk, or call the Business Office at (800) 324-8387, ext.4046 or (352) 376-1611 ext.4046.

If you have Internet access, you may visit the VHA Revenue Office site at: <http://www.va.gov/revenue>



Patient Education

Questions and Answers about CO-PAYMENTS and VA Billing



As a Veteran served by the North Florida/South Georgia Veterans Health System you may wonder about co-payments. This pamphlet provides answers to questions often asked about co-payments and the VA.

What are co-payments?

A co-payment is a type of cost sharing where you pay a set amount for a service that is provided to you.

Why does the VA charge co-payments?

Congress passed a law telling us we have to charge co-payments.

What types of co-payments does the VA charge?

- **The Means Test Co-payment** is for inpatient and outpatient treatment. The amount of the co-payment changes each year.
- **The Facility Co-payment** is a daily charge for hospital care and nursing home care.

- **The Medication Co-payment** is a charge for each medication ordered for non-service connected conditions.

How do I pay my co-payment?

You are encouraged to pay all of your co-payments before you leave the facility. You may pay at the Agent Cashier Window.

- If you don't pay before you leave, you will be mailed a statement about your co-payment balance.
- You mail your co-payment to a Centralized Processing Unit in Atlanta, GA.

What if I can't pay these co-payment charges?

Working with a business office employee, you may develop a repayment plan to pay a set amount each month towards your co-payments. A waiver request based on special circumstances such as job

loss may qualify you for a one time cancellation of debt.

What will happen if I can't pay these co-payment charges?

Congress passed a law that says if a veteran owes more than \$25.00 and the debt is over 120 days the VA must report this to the U.S. Treasury Department and the Debt Management Center. These offices are responsible for collecting co-payment debts from federal income tax refund checks, federal retirement pay, social security, and disability payments.